

# Wootton Medical Centre Patient Participation Report

2011-2012

## Introduction

We have had a Patient participation Group at WMC for some years. Over the last year this group has been developed and formalised. We have increased our membership, developed formal terms of reference and a code of conduct. The group has elected a new Chairman and secretary who are registered patients as are all the lay members of the group. The group has also changed its name after group discussion and democratic agreement to '**Wootton Patient Supporters.**'(WPS)

At present we have only an actual patient reference group and may extend this to include a virtual group in the future.

As a group WPS have been involved in recruiting new members, supporting WMC in developing and performing a patient survey and reviewing the results. They have also been supportive during the Flu clinic season and have organised a very successful Christmas raffle raising funds for equipment for patients with which we have purchased a portable wheelchair.

As a practice we have joined NAPP (National Association of Patient participation).

## Profile of 'Wootton patient Supporters'

The Patient reference group at Wootton medical centre at present is made up of fifteen people in total. All the lay members of the group are registered patients. We also have one G P ,Dr Davies, the Practice manager and our senior Practice Nurse , providing input and support from the clinical and administrative members of the practice.

Of the twelve patient members we have four male members including our Chairman and eight female members including our secretary. At least three of our lady members work. The vast majority of our members are over fifty. At present we have no young members. We have had under twenty five year old members in the past but they have moved on due to life style changes.

Our members represent a wide range of our population, we have members who are and have been carers, who have experience of chronic disease management, and consequently review systems within the practice, prescription systems, recall and appointment systems. One member works as a voluntary driver for patients and they are able to provide helpful advice .Our chairman is also a governor of the school which services our practice area. We have members who work in the private and

public sector including the NHS and these members are able to provide important contributions as a result of their work experience. We have representation from our Afro-Caribbean population.

We are aware as a group we need to encourage more young men and women and more members with young families. We are also aware that people's lives are not static and that people have large commitments on their time and may not feel able to give yet more time to join us. Also work patterns often preclude younger people joining us but hopefully two new young patients will be coming to our next meeting.

### **Steps taken to recruit members to 'Wootton Supporters Group'**

As a practice we have, with the members of 'Wootton Patient Supporters' help tried to encourage new members, and for a wider representation of our practice demographic profile to join the group. We have displayed posters in the Medical Centre and also in local shops and public notice boards, Group members have taken these posters also and displayed them in areas they felt would make our patient population aware of the group and be inspired to join us. They displayed the posters in community centres, local libraries and notice boards of their choice. *(copy of poster attached below)* We have encouraged opportunistic recruitment by all clinical and reception staff when patients attend the surgery.

An invitation to join the group is given to new patients as they register with Wootton Medical Centre *(copy attached below)*.

Direct invitation to join has been undertaken by the group's lead GP and all GPs and the practice manager informed if any patients show an interest so that contact can be made again before the next meeting to rekindle that interest.

Before each meeting an invitation to all patients to attend is clearly displayed in the surgery building. Group members have also encouraged membership when they have been helping to support and guide patients during our 'Flu' campaign and during the highly successful 'Wootton Supporters Group' Christmas raffle. Our newsletter also invites people to join.

### **Development of Wootton Medical Centre Practice Survey 2011-2012**

The group discussed the proposed practice survey initially in July 2011. No specific problem areas within the practice were raised by the group and so a number of standardised questionnaires (IPQ, GPAQ, FR3DOM, and others) were circulated and questions reviewed by all members. It was felt that a general survey may help highlight areas that need addressing. One member of the group suggested touch

screen surveys as used in local government. This was reviewed by the lead GP but did not cover general practice and required specialist screens and programmes and was not appropriate for WMC needs.

In September the proposed survey was discussed within the group again .In November the practice proposed using the IPQ(Improving Practice Questionnaire) standardised questionnaire as this provided a well-structured questionnaire covering a wide range of service issues , including access , reception provision and care provision in all areas of care which WMC take very seriously. Professional analysis of the responses which provides national performance comparisons and comparison with previous performance by Wootton Medical Centre would aid 'Wootton Patient Supporters' and practice move together to improve the overall service and develop an action plan. The IPQ is straight forward and easy to complete . The IPQ is also approved for revalidation and by the Care Quality Commission. The use of this questionnaire was agreed by WPS. WPS were included in the decision of when the survey was performed. It was agreed that it would be best performed after the 'Flu clinics were finished and before Christmas. WPS members were involved supporting the reception staff in running the survey.

### **Patient Survey at Wootton Medical centre 2011-2012**

After agreement to the use of the IPQ survey by the 'WPS' the survey was organised

IPQ=Improving practice questionnaire, cfep = client focused evaluation programme surveys ltd, a survey company specialising in patient and colleague feedback in health professionals working in the NHS.

### **Methodology:**

In order for the survey to be significant a minim of 25 questionnaires per thousand patients should be completed and we were sent 210 questionnaires for completion. The three doctors at WMC took part in the survey and on this occasion the practice nurses were not included in the survey

A specific week in December was chosen by the practice manager to carry out the survey, this was the week beginning 15 12 2012.The Doctors were not made aware of this date so that the survey would be a true reflection of their normal service. The survey was carried out without bias or prejudice and all patients attending for a Doctor appointment during the survey period were offered the opportunity to take part. The responses on the questionnaires were anonymous. Completion of the questionnaires was voluntary and if a patient declined the opportunity to complete one this was respected by the survey administrators

During each surgery session a member of the reception staff was placed in the surgery foyer, meeting and greeting all patients inviting all those attending for a

doctor appointment to complete the IPQ questionnaire after their appointment. During some sessions members of the WPS helped the reception staff carry out this role. The questionnaires were held on clip boards and the survey provided pens.

The questionnaires were colour coded with a blue, red or yellow mark, denoting the colour coding used within the practice for each Doctor. Completed forms were placed by the respondent in the same colour coded envelope and placed in a box which was, when all the questionnaires were completed forwarded to cfep uk surveys' for analysis by recorded delivery. All 210 questionnaires (70 per doctor) were completed with no wastage.

### **Results of Patient satisfaction survey 2011-2012**

The results of the Practice survey were returned from cfep uk surveys in two formats; a poster giving a graphical and visual display of the results and also a detailed report of results to each question asked with comparison with national results and a full list of participants comments. Individual reports for each of the three participating clinicians were also received.

#### **Informing patients of survey results**

The poster report depicting survey results(*attached below*) was displayed for all to see on the notice board in the waiting room with an attached explanation and open invitation to attend a meeting with WPS and also the opportunity to view the full report should they want to. A copy of the full report is kept in reception for all patients to read should they want to.

#### **Meeting with WPS to Discuss Survey Results**

A meeting of WPS was held on 23 02 2012 with practice members of the group to discuss the survey that had been completed by 210 patients.

- At the meeting the lead clinician Dr Davies thanked the group very much for their support before and during the survey procedure.
- Copies of the results and participant comments were reviewed and discussed.
- The overwhelming results of the survey were very good with an overall satisfaction rating practice as good, very good or excellent as 93%. All parameters reviewed in the questionnaire except above the national average and all but one in the top 25% of all mean score nationally. The only parameter in the middle 50% of all means at 66% satisfaction concerned the comfort of the waiting room area.
- The results were also compared to previous surveys performed in 2007, 06 and 05. The overall satisfaction result had improved and the majority of

parameters surveyed had improved. The only areas showing no improvement on performance in previous surveys are shown on table below.

Parameter	Score 2011-12	National average	2007	2006	2005
GP availability in 48 hours	75	64	81	78	74
Practitioner of choice	75	61	76	71	72
Speak practitioner on phone	70	60	70	66	66
Waiting room comfort	66	65	68	66	69
Waiting time	67	57	70	64	70

- We performed very well in all areas of the survey, the areas we performed particularly well in, were the questions about individual practitioner seen. All these parameters were well above the national average .Also all results had improved since previous surveys as shown below;

Table to show areas of excellent performance by clinicians in survey

Parameter;                      2011   Nat average   2007   2006   2005

Satisfaction with visit	91	79	88	87	89
Warmth of greeting	92	81	90	86	89
Ability to listen	93	81	87	88	89
explanations	91	80	84	87	85
Confidence in ability	93	82	89	89	90

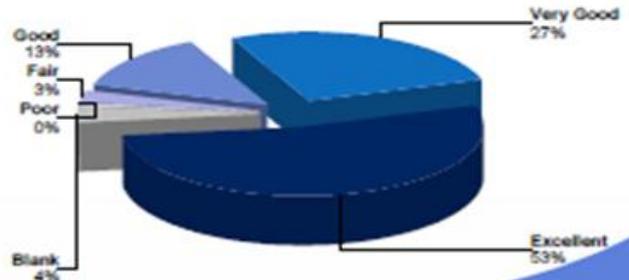
- The questions referring to reception staff were also well above the national average and all in the top 25% of all means and had all improved since previous surveys.  
Reception staff=87% national average 77%
- Also discussed were the responses from the under 25year old age group. The overall mean score for this age group was 79%( national average=70) although this was a very small sample (19 respondents) this was felt to be an improvement from previously.
- At the meeting comments made by participants and recorded in the results were also discussed at some length as well as the overall survey results. Almost all comments were very supportive and complementary.
- Possible actions to address results from the survey and recorded comments were discussed

**Survey poster of results that was displayed in waiting room(& page11)**

**93%**

of all patient ratings about this practice were good, very good or excellent

22

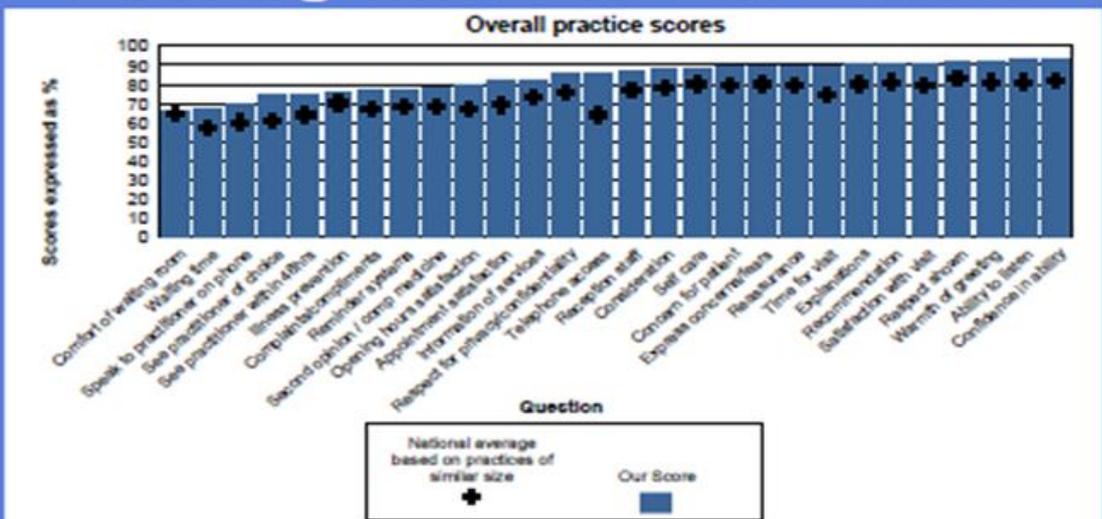


Thank you for your participation in this survey

**Patient Experience Survey Results 2011/2012  
Wootton Medical Centre**



**"Striving towards excellence"**



The results of this survey will help us to provide the best possible service to you



## **Areas for change and improvement and proposals for change made with 'WPS'**

### **1. Waiting room;**

- a) The waiting room was an area of relative poor performance, that is 66% just above national average (65%) and this area was also commented on by survey participants and this was discussed.

The waiting room is not large, has fixed, hard surface seats some with arms and a small play area for children, it has a notice board and calling system which is clearly visible, it is all visible from the reception area in case of emergency or difficulty. At the meeting the Practice manager explained the seats were secure and this reduced hazard, they permitted proper cleaning. Hopefully the patients would not need to sit for too long if the appointment system works well and waiting times are low. The room had been purpose built. There is no possibility for structural change to the waiting room at present. Following discussion the group accepted these points and that there is, at present no room for change. Working to improve waiting times for patients attending appointments could help reduce pressure on the waiting room.

### **2. Magazines;**

- a) The lack of magazines was also highlighted in the survey comments. This is a further reflection of waiting room dissatisfaction. Again the Practice manager explained that during the Swine flu outbreak all magazines had been removed following instructions from the PCT and HPA. They had not been replaced. The group decided after discussion that no magazines were better than old, used ones. A group decision was made, that magazines were not required.

### **3; Surgery Access**

- a) Access to a practitioner within 48 hours was well above national average at 75% (61%= national average). There were comments from participants querying access and opening times, early morning access and Saturdays. This was discussed and the group informed that the Doctors do provide an extended hours service on a Wednesday evening until 9 pm and also an early morning session provided once a week on a Monday by Dr Moore at 0745am. At present due to the small number of clinicians (three doctors of whom two are part time) Saturday opening is not possible.

After discussion it was decided that the practice would

- Highlight and advertise both the evening and early morning facility more effectively to improve patient awareness of this.
- Table to show WMC opening hours including extended hours is attached at end of report.

b) The Doctors were keen to improve access further, to relieve pressure on appointments and improve access to GP within 48 hours and to improve access to see practitioner of choice despite both these parameters being well above the national average at 75%.A discussion followed about introducing more telephone consultations and formalising telephone access. At present telephone access is informal, with patients phoning in and doctors phoning back when they can, this often leads to multiple attempts by patients, reception staff and clinicians to make contact. It works well but could be better for all concerned. After discussion it was agreed that a trial of more formalised telephone use would take place and subsequently audited and patients opinion on the change assessed. Patients would be informed by a poster in waiting room and a protocol for staff would be developed.

The aim of this change is to;

- Clarify and improve telephone access and use
- Improve access to both practitioner of choice and 48 availability
- Improve reception staff awareness of telephone use
- Improve service provided to all patients.
- WPS to be updated at next meeting.

During the meeting the WPS congratulated the practice on the results obtained in the survey.

ESD March 2012

Attachments;

1, Poster inviting patients to join patient reference group, 2, Invitation to new patients

3, Poster of results,4, Patient information on Survey Action Plan.

5, Table of opening hours of practice premises and extended hours and how to access services.

**CALLING ALL PATIENTS  
OF  
WOOTTON MEDICAL CENTRE**

**DO YOU WANT TO HAVE AN INPUT INTO THE  
SERVICE YOU RECEIVE?**

**IF SO JOIN OUR PATIENT REFERENCE GROUP  
OR OUR VIRTUAL REFERENCE GROUP ON  
LINE.**

**CONTACT - MRS S CONNOLLY OR DR S  
DAVIES ON 01604 709933**

***Wootton Patient Supporters***

Welcome to Wootton Medical Centre

We value **all** our patients' views and if you would like to

Improve the service you receive

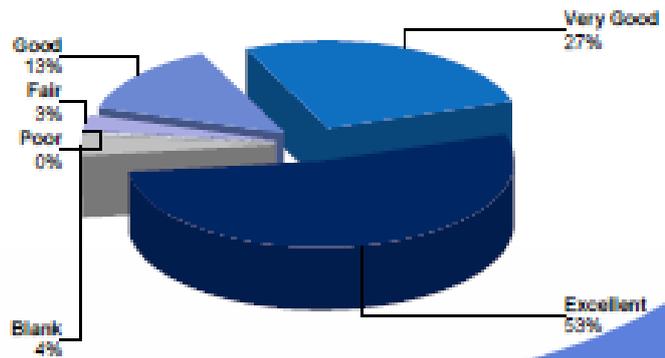
Come and join '***Wootton Patient Supporters***'

Ask at reception for more details or speak to Dr Davies.

# 93%

of all patient ratings about this practice were good, very good or excellent

22



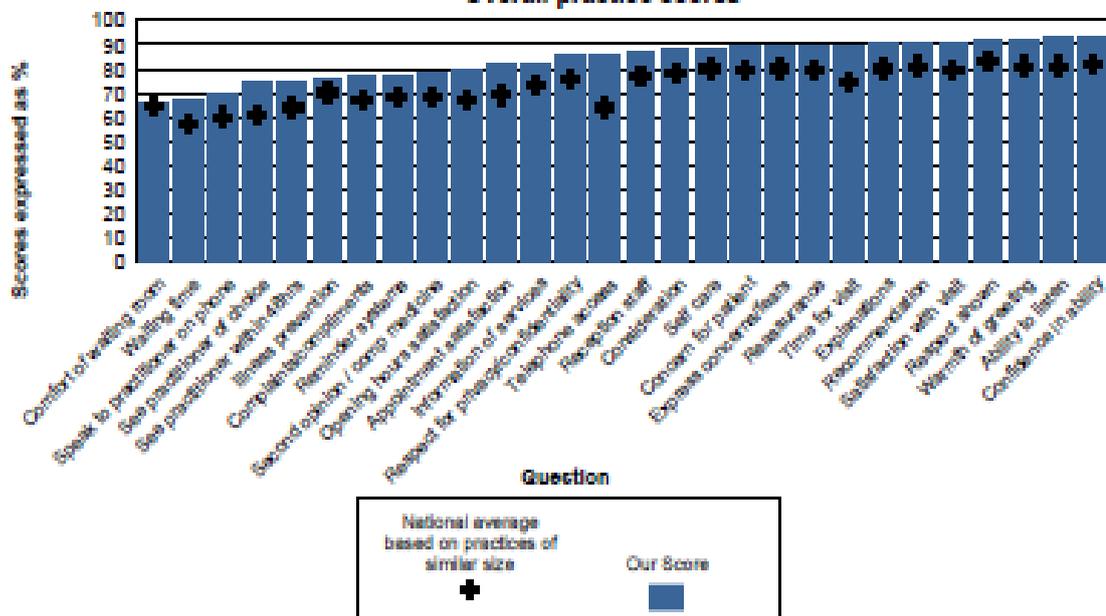
Thank you for your participation in this survey

## Patient Experience Survey Results 2011/2012 Wootton Medical Centre



# "Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you



4.

## WOOTTON MEDICAL CENTRE

### **Actions Following Patient satisfaction Survey 2011-2012.**

Thank you to all who took part in our Patient satisfaction Survey in December 2011. A poster displaying results has been in the waiting room since February. We have discussed the results and comments with 'Wootton Patient Supporters' (WPS) your patient participation group.

As a practice we were delighted with the response of 93% of respondents felt we provide a good, very good or excellent service. 'WPS' were also pleased. Thank you also for the very positive comments. We discussed both the detailed results and comments. We are keen to improve our service further and address your concerns.

#### *Requests for improved access;*

Some respondents queried possible late evening, early morning, Saturday surgeries.

- We provide extended hours every Wednesday evening from 6.30pm -9pm with bookable appointments.
- Dr Moore provides early morning appointments every Monday morning at 0745 am.
- We will make steps to improve patient awareness about this availability.
- We are not able to extend access to Saturday mornings at present.

#### *Waiting room facilities:*

You don't particularly like our waiting room with only 66% satisfaction rate, just above the national average and a number of comments regarding comfort and magazines.

- The waiting room is functional and purpose built with fixed cleanable chairs for your safety. We are unable to change it.
- Magazines which were sometimes out of date and tatty were removed from the waiting area during the swine flu epidemic in response to PCT guidance. They have not been replaced and on discussion of your comments 'WPS' agree with this policy.
- We will strive to improve the waiting times you have prior to your appointments.

*Access to Practitioner of choice, Access within 48hours:*

Although we performed well above the national average in these parameters we are as a practice keen to improve overall patient access and reduce pressure on appointments for you.

- We will be trialling an improved more structured telephone service in the near future to allow improved access to the practitioner of choice.
- Look out for details soon for this new development.

If anyone wants to see the detailed survey results there is a copy in reception. Dr Davies or S Connolly will always be happy to answer any queries

As a practice we are very grateful for the hard work and support 'WPS' have given to us during the whole survey process. They supported us during the preparation for the survey, while it was being performed and have given invaluable feedback on the results.

ESD March 2012

## Core and extended Opening Hours at Wootton Medical Centre

Day of week	Patient Access is via telephone (0160470922/933) or in person at any time during advertised opening hours and during extended hours. The surgery does not close at all during advertised opening hours. Access for prescriptions only can also be via email; <a href="http://www.woottonmedicalcentre.co.uk">www.woottonmedicalcentre.co.uk</a>	
Monday	0745-1830hours	Extended early morning surgery 0745-0800hours Bookable appointments with Dr C Moore
Tuesday	0800-1830hours	
Wednesday	0800-21 00hours	Extended evening hours 1830-2100 hours Bookable appointments only with Dr C Moore
Thursday	0800-1830 hours	
Friday	0800-1830hours	

